

Ashok Gurumoorthy,

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OBJECTIVE

Seeking a challenging role in the area of automobile industry to contribute towards organizational success and grow to a Senior Management level

AREA OF EXPERTISE

- | | |
|------------------------------------|------------------------------------|
| ➤ Final Inspection of the Product | ➤ Service Revenue Generation |
| ➤ Product Reliability Improvement | ➤ Spare Parts Inventory Management |
| ➤ Customer Complaint Resolution | ➤ Warranty Administration |
| ➤ Improvements on Product Failures | ➤ CSI Survey Conducting |
| ➤ Field Testing | ➤ Team Management |
| ➤ Technical Support | ➤ Network Management |
| ➤ Training and Development | |

PROFESSIONAL EXPERIENCE

12 Years of rich experience in the Product Support.

1 Year of experience in Final Inspection QC – in Manufacturing plant.

PREVIOUS EMPLOYERS

- 1. Royal Enfield** – New Product Support (16-04-2018 to 05-04-2019) – As a Deputy Manager
- 2. Eicher Polaris Pvt. Ltd.** – Service Department (01.06.2016 to 14.04.2018) – As an Area Service Manager
- 3. TAFE** – Product Support Engineer (25.10.2010 to 31.05.2016) – As an Engineer
- 4. TAFE** – Tractor Manufacturing Plant, Bangalore (May 2009 to May 2010) – Technical Assistance

Currently with **ESCORTS LTD**, As a **Territory Service Manager** (Since 15.04.2019),

PROFILE

- Improving the customer satisfaction level through various projects as guided by management
- Improving the service revenue of the dealership
- Technical advice to dealer technicians
- Initiating CAPA (Corrective and Preventive actions) on field failures
- Monitoring the customers periodic maintenance
- Monitoring warranty failures
- Developing service Set up at Dealership
- Appointing service Manpower
- Conducting technical Training Program to Dealer Technicians
- Monitoring dealership Parts Inventory Management
- Monitoring service process at dealerships

Earlier employment was at **ROYAL ENFIELD**, as **Deputy Manager** (Technical Support) (16.04.2018 to 14.04.2019).

PROFILE

- Monitoring pan India field failures on product
- Failure data analyzing on daily basis
- Conducting weekly technical con-call with field team for better understanding on failures
- Highlighting all field failures to R&D and Quality team immediately for corrective measures
- Regular Joint investigation on failures along with quality and vendor team
- Weekly review meeting with R&D and Quality team on failures improvements
- Monitoring the field testing for improved components
- Providing interim & final solution for field failures
- Releasing technical updates & bulletin for field failure

Earlier employment was at **EICHERPOLARIS PVT LTD**, as an **Area Service Manager** (Since 01.06.2016 to 14-04-2018).

PROFILE

- Technical advice to dealer technicians
- Initiating CAPA (Corrective and Preventive actions) for field failures
- Monitoring the customers periodic maintenance
- Monitoring warranty failures
- Developing service set up at dealerships
- Appointing Service manpower at dealerships
- Conducting technical training program to dealer technicians
- Monitoring dealership parts inventory management
- Monitoring service process at dealerships

Earlier employment was at **TRACTOR AND FARM EQUIPMENT LTD.**, as an **Engineer** in Service department at Head Office, Chennai, Tamilnadu.

CUSTOMER SUPPORT (25.10.2010 – 31.05.2016)

PROFILE

- Monitoring pan India field failures on product
- Failure data analyzing on daily basis
- Conducting weekly technical con-call with field team for better understanding on failures
- Highlighting all field failures to R&D and Quality team immediately for corrective measures
- Regular Joint investigation on failures along with quality and vendor team
- Weekly review meeting with R&D and Quality team on failures improvements
- Monitoring the field testing for improved components
- Providing interim & final solution for field failures
- Releasing technical updates & bulletin for field failure
- Periodical vendor visit to check the SOP

Earlier employment was at **TRACTOR AND FARM EQUIPMENT LTD**, Tractor manufacturing plant at Bangalore.

TECHNICAL ASSISTANT (13.05.2009 to 12.05.2010)

PROFILE

- Static quality inspection of the Tractor
- Static roller testing
- UV light test to identify oil leaks
- Road trail test
- Approving the Tractor to dispatch

QUALIFICATIONS

- Achieved **B-Tech** with specialization in **Mechanical Engineering** from Ponnaiya Ramajayam Institute of Science & Technology Thanjavur, Tamilnadu (India) in 2014 with 7.52/10 CGPA
- Achieved **Diploma** with specialization in **Mechanical Engineering** from Ponnaiya Ramajayam Polytechnic College Thanjavur, Tamilnadu (India) in 2009 with 68%

COMPUTER PROFICIENCY

Operating System	:	MS DOS, Windows
Work Proficiency	:	MS Word, MS Excel, MS Access, MS PowerPoint, MS Outlook Express
ERP	:	SAP, DMS

PERSONAL PROFILE

Name	:	Ashok Gurumoorthy
Father Name	:	Gurumoorthy Thangaraj
Date of Birth	:	17.11.1989
Marital Status	:	Married
Nationality	:	Indian
Passport No.	:	M3242889, Date of Expiry: 27.10.2024
Address for Communication	:	H29, Kudiyan Street, Uppukachipettai, Kalyanapuram (P.O), Thiruvaiyaru (T.K) Thanjavur (D.T) Tamilnadu (State), Pin – 613201 India.

I, G. Ashok hereby declare that the facts and figures mentioned above are true to my best of knowledge.

Ashok Gurumoorthy